THE DISSEMINATOR

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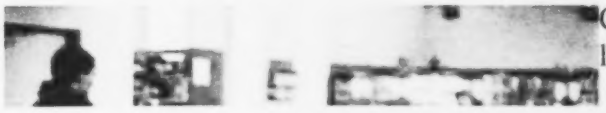
OPERATION FIRST AID



Colchester-East Hants Regional Library (CEHRL) launched Operation First Aid in the Fall of 1998, a project

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to renovate the thirty year old Regional Centennial Memorial Library, which houses the Truro Branch and Regional Headquarters. The Truro Branch circulation desk area was redesigned, to accommodate online circulation functions. The project was completed in March 1999. The accompanying photograph shows the new circulation desk. It took six months, most of three reserves (building improvements, equipment, gifts) and a lot of patience from staff and public, but some key renovations in the main branch/headquarters building have been completed. The desperate need for space, major repairs, and changes to accommodate automated services drove the project. Dubbed Operation First Aid, the project has bought a little time, but a long-term solution to the space crisis is still a critical issue.

Operation Leapfrog was the name given to the other major project initiated at CEHRL - that of automating the circulation procedures. In March 1999, CEHRL became the third regional library to automate circulation procedures on the NcompasS system. The Truro Branch went online March 16th, the busiest branch to date on NcompasS. The Stewiacke branch went online March 23rd; Tatamagouche goes live on the 30th, followed by Elmsdale, April 13th. In less than 5 years, CEHRL has moved from having no information technology (except accounting and word-processing) to offering both the public and staff access to the Internet, special reference databases, and online information about the Library's traditional collections. Countless hours of planning, hard work, and training (a.k.a. blood, sweat, and tears) have brought the Library to this pivotal point in its history. Hats off to the Library's funders and to everyone past and present who has contributed to this great leap forward!

NOVA SCOTIA COMMUNITIES GET ONLINE

On February 25, 1999, John Manley, Minister of Industry, and Russell MacLellan, Premier of Nova Scotia, announced the signing of a Memorandum of Agreement under the Community Access Program (CAP) that will help continue the process of connecting Nova Scotian communities, including neighbourhoods of Halifax, to the Information Highway by March 31, 2001. Through CAP, the Federal Government aims to connect up to 10,000 remote, rural and urban communities by the end of the fiscal year 2000. The signing of this Memorandum of Agreement will result in the addition of 130 new community access sites in Nova Scotia over the next two years, which will more than double the current number of sites in the Province. The Nova Scotia component of CAP will be administered through the Nova Scotia Technology and Science Secretariat and Industry Canada. For more information about CAP, Please visit the web site at **http://cap.unb.ca**, e-mail comaccess@ic.gc.ca or call 1-800-268-6608. You can see the complete media release at: **http://www.gov.ns.ca/news/details.asp?id=19990225005.**

CULTURE IN THE NEW MILLENNIUM CONFERENCE

Over 250 persons attended the major culture conference called "Culture in the New Millennium, Planning our Future", March 27-28 at the Dartmouth Holiday Inn, to review the Draft Strategy and develop an action plan. This strategy has been under development for two years and the conference is a culmination

of efforts from the strategy team and fifteen focus groups across the province. The input received province-wide was divided into ten goal areas and initiatives for each goal. At the conference, delegates developed priorities for actions and specific action plans.

The conference featured a number of cultural performances from many different areas of the cultural sector. But the most successful aspect was in bringing people together to get to know others in the broad variety of cultural areas. Jocelyn Harvey, an independent arts consultant from Ottawa, provided her observations on the outcomes of the conference. They are loosely interpreted as follows:

- There was reflected a basic sense of economy - use what we have and make it better. There was little interest in inventing a new umbrella organization.
- The Nova Scotia Culture Network functions such as developing a database, networking and connecting people were mentioned a lot with particular interest in advocacy.
- Nova Scotia Arts Council functions as a funding institution were affirmed.
- There was a strong need expressed to share relevant information e.g. sources of grants, status of the artist legislation, training and professional development opportunities. There is a real hunger for getting information around.
- There was major interest in a range of advocacy interests around the North American Free Trade Agreement (NAFTA) and the General Agreement on Tariffs and Trade (GATT) as they impact on culture.
- The major needs of the individual artist is time.
- Provincial information and initiatives needed on the status of the artist.
- Little was said about how this strategy will require more public money but it was likely assumed.

From a library perspective, there was a very good participation from librarians, library trustees and other advocates. Libraries have an excellent opportunity to reach out in cooperation to artists and arts organizations. The networking has just begun. Anyone who wants a participant list or who would like to be added to the N.S. Cultural Network e-mail list, send a request to Debbie Ross at dross@nshpl.library.ns.ca

NOVA SCOTIA ARCHIVES & RECORDS MANAGEMENT (NSARM) LIBRARY

Nova Scotia Archives & Records Management is an integrated organization combining the Public Archives of Nova Scotia and Nova Scotia Records Management. The agency is mandated to acquire and preserve government and private-sector records of provincial significance; to facilitate access thereto; and to develop policies, standards, procedures and services for effective records management to government. The NSARM Library is an integral part of this organization and serves the dual purpose of providing a working library on historical,

social, political and economic subjects relating to Nova Scotia, as well as a technical resource centre for those working in archives, records management and special libraries. The NSARM Library also provides full-deposit services for all publications produced by the Government of Nova Scotia.

The Library is used by government, corporate and media researchers, undergraduate and graduate students, writers, journalists, school students and members of the general public interested in Nova Scotia history and genealogy. The collection includes approximately 70,000 volumes, consisting of books, periodicals, newspapers, pamphlets and newsletters. The Akins Library component includes some 4,000 antiquarian titles in NovaScotiana, while the Newspaper Collection provides the most comprehensive holding of print media materials in the province.

Library staff includes Lillian Leonard, Library Clerk; Troy Wagner, Library Technician; and Barbara Nelke, Librarian. Staff time is divided between library operations and archival reference/retrieval services. The Library is now in the early phases of an automation project which will lead to an on-line public-access catalogue within the next eighteen months. Holdings are available for consultation on-site only and are not provided through interlibrary loan. Library hours are 8:30 - 4:30, Tuesday to Friday. Pre-booked library material may be used during extended hours (Wednesday, 4:30 - 9:30; Saturday, 9 - 5; Sunday, 1 - 5). For more information on library services and requesting materials for evening and weekend use, call (902) 424-6055.

REGIONAL PUBLIC LIBRARIES "REFERENCE CONTACTS" MEETING

In February 1999, the regional libraries "reference contacts" came together to follow up on last December's discussion on the status of the web based reference services now available at all of the public libraries. The meeting provided a focus for some interesting discussion on how Infotrac databases could be supplemented in the future. The current package will be renewed, and recommendations were made regarding databases to be evaluated. The regional libraries are doing various kinds of advertising and training to make the Infotrac databases better known to the public. For example, the Halifax Regional Library March/April flyer devoted a page to explaining the contents of each of the general, health, and Canadian databases, as well as mentioning the latest one, "Books in Print with Book Reviews."

HEART HEALTH PARTNERSHIP

Various Nova Scotia organizations have formed the Western Region Heart Health Partnership, which is a coalition of concerned partners interested in reducing heart disease and promoting healthy lifestyles in Nova Scotia. The Western Region Heart Health Partnership includes members from organizations such as the Western Regional Health Board, the Western Regional Library, the Nova Scotia Provincial Library, and the Nova Scotia Sport and Recreation Commission. Goals include sharing resources and working together with local organizations in Western Nova Scotia to create a climate of health by promoting various activities. The Partnership has produced a short video which shows some of the activities members have been involved with, for example, working with the Western Regional School Board to educate children about tobacco and teaching family nutrition through a community kitchen in Kentville. With the help of other Regional Health Boards, the Partnership hopes that the program will expand into other regions of the province. For more information, contact Lisa Salley, Coordinator, Western Region Heart Health Partnership at (902) 638-8595 or fax (902) 638-8170.

GATES LIBRARY INITIATIVE (GLI)

The Gates Learning Foundation, originally known as the Gates Library Foundation, announced in late February that Canadian grant application guidelines for the Gates Library Initiative have been distributed to the provincial and territorial agencies working with public libraries. The deadline for the provincial and territorial library agencies to submit a proposal is April 12, 1999. The GLI will then work with the provinces and territories to develop an application and implementation schedule for individual libraries in Canada that are eligible to apply for a grant.

Of the 3,300 libraries in Canada, it is expected that approximately half will be eligible for grants from the GLI. A planning committee of library leaders determined that an individual library will be eligible to apply for a grant if the library building serves an area of greater than 17.6% poverty. This figure is based on the Poverty Profile 1996 report issued by the National Council of Welfare in spring 1998. In Nova Scotia, 56 of the 75 public libraries qualify under the poverty criteria. In addition, libraries must also show technical readiness, commitment to sustainability over time, and commitment to establishing programs for reaching people who do not otherwise have access to computers and the Internet. Information on the Gates Library Initiative is also available on the Web at www.glf.org.

NOVA SCOTIA PROVINCIAL LIBRARY NEWS

Automation Training News

MultiLIS training for 1999 is off to a busy start with training for three regional libraries on the use of the Circulation module. Following on a previous session in late November, staff of the Colchester-East Hants Regional Library (CEHRL) received three additional days of training in January and February. Automated circulation has now been launched at CEHRL, with the Truro branch going live on March 16th and with other branches to follow at weekly intervals. With the completion of "Operation First Aid" at the Truro branch, a new circulation desk for children and adults has been installed. At Pictou-Antigonish Regional Library, circulation module training commenced on March 11th. Three further days of training are schedule in March and April. Circulation module training for South Shore Regional Library is planned for June. After a January training session on cataloguing series fiction paperbacks, staff at Cumberland Regional Library are now busy cataloguing all types of paperbacks. Patron database training is planned for April.

Nova Scotia's Internet Handbook

In March 1998, the Nova Scotia Provincial Library developed the Internet Handbook. In two modules, the Internet Handbook provided training materials and resource materials that any librarian or patron could use to help them become more familiar with the Internet. Because of its success, the Handbook has been expanded to include two new sections; the first on using the new Web NcompasS and the second on Infotrac Searchbank databases.

Web NcompasS at **http://ncompass.library.ns.ca/** allows patrons to search the catalogue of their local library from any computer with an Internet connection and a web browser, such as a library, CAP site, home or office. InfoTrac Searchbank databases allow patrons access to thousands of full text articles from magazines in popular sources such as General Reference Centre, Health Reference Centre, CPI.Q and Books in Print from any public library terminal in Nova Scotia. Copies of the two new modules have been sent to all 75 public libraries. Craig Cormier and Michael Vandenburg visited over 30 branch libraries to assist in training 100 staff members in the use of the new databases. The Internet Handbook continues to

be a dynamic resource for librarians.

Ann Connor Brimer Bowling Tournament

"Fractured Fairytales or Some Enchanted Evening, Eh?" was the theme of this year's Ann Connor Brimer Bowling Tournament held on March 13 at the Fairlane Bowling Alley, Halifax Shopping Centre. The event was a tremendous success with over $1300 raised. Bowling teams comprised of library workers, writers, booksellers and other interested parties took part in this annual fundraiser for the Ann Connor Brimer Atlantic Children's Literature Book Award. Prizes were awarded to participants for the highest average, best costumes and the largest amounts of money raised for this event. The Nova Scotia Provincial Library team consisting of Debbie Ross, Arlene Watts, Carole Compton-Smith and Frank Oram, won an award for the second highest amount of money raised. This was a very worthwhile event and a good time was had by all!

Staffing News

The Nova Scotia Provincial Library is looking forward to the arrival of the Public Information Officer, Sara Underwood, who takes up her duties April 12th. See this spot next month to learn more about Sara and the new position. Four positions relating to the Access to Library Holdings Project are currently being recruited. Stay tuned for announcements of appointments in the near future.

TRAINING HELD AT NOVA SCOTIA PROVINCIAL LIBRARY

Workshops for Everyday Reference Questions

The Nova Scotia Provincial Library held several workshops onsite aimed at providing regional public library and Nova Scotia Community College library staff with information about common topics which crop up every day at the reference desk. Between January and March, there was a workshop on Virtual Collection Development (evaluating WWW sites), two on Legal Resources, one on Tourism/Recreation Resources and one on Statistics Canada Resources.

Nova Scotia Community College Tour

Fourteen second-year Library Technician students toured the Nova Scotia Provincial Library in February. Staff from User Services, Technical Services and Learning Resources & Technology were on hand to explain services and answer questions. The Information Services II class was particularly interested in the progress of the 1999 Summer Reading Program. Check out the web site at **http://www.library.ns.ca/children.html**.

Periodical Database Videoconference

A satellite link-up enabled fifty people from all kinds of libraries to participate in a live videoconference on periodical databases held at the Nova Scotia Provincial Library on February 26th. The show consisted of presentations by the Gale Group, H.W. Wilson, OCLC and University Microfilms Inc. The vendors spoke about their search engines and areas of coverage. A useful question and answer session followed, in which concerned consumers asked the vendors about their future plans. This videoconference was dubbed, and the Nova Scotia Provincial Library has two copies in the Professional Collection for inter-library lending. If you would like to borrow a copy, please contact Dale MacMillan at 902-424-2479 or send an email to inshpl@nshpl.library.ns.ca.

De-mystifying the Licensing of Electronic Resources

In March, the Nova Scotia Government Libraries Council and Federal Government Libraries hosted a videoconference called "De-mystifying the Licensing of Electronic Resources" at the Nova Scotia Provincial Library which was attended by 18 librarians from the Atlantic region. This videoconference

was presented by the Special Libraries Association and the Association of Research Libraries. A special panel consisting of three distinguished speakers covered the basic requirements of a license agreement, the legal foundations of a license, including copyright and other relevant areas of the law, and user access and legal terms. After individual presentations by the panelists, there was a question and answer period. The videoconference concluded with a practical exercise where participants had an opportunity to review a mock license agreement. This session explored some very interesting topics. A videocassette and accompanying material will shortly be available from the Nova Scotia Provincial Library Professional Collection. Please submit interlibrary loan requests to inshpl@nshpl.library.ns.ca.

HACKMATACK AWARD

Momentum is Building Atlantic-wide

Funding for the Hackmatack Children's Choice Book Award 1999 now consists of several grants. Carol MacDougall will be finished her part-time work with the Hackmatack Steering Committee on March 31. Fundraising efforts and proposal writing are continuing and grants have been received from Cultural Affairs Division ($3000), LibraryNet ($2000), Nova Scotia Teachers Union Association ($5000) and Atlantic Provinces Library Association ($500). An article was recently published in the NSTU's journal "The Teacher", and the APLA Bulletin. See the Hackmatack website at http://www.library.ns.ca/hackmatack/ for the shortlisted titles of 10 fiction and 10 non-fiction titles. For more information about the Award, please contact Carole Compton-Smith - tel: (902) 424-2481 or email: comptoca@gov.ns.ca.

The Hackmatack Song

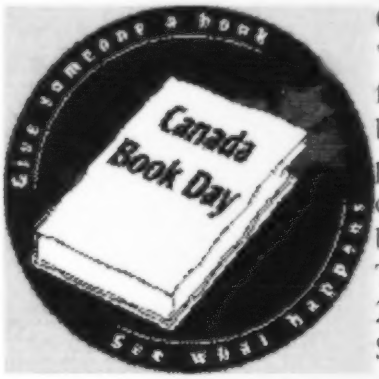
A poem written by acclaimed children's writer Sheree Fitch, for the Hackmatack Children's Choice Book Award, has been transformed into a song entitled "The Hackmatack Song". Recorded at the Learning Resources and Technology recording studio at the Kempt Road facility, the song will be mounted on the website listed above and used for public service announcements and promotions for the award.

Performed by choirs from Saint Patrick's Alexandra and Joseph Howe elementary schools in the Halifax Regional Municipality, the event was organized by Craig Cormier with assistance from the choir director, Gail Teixeira. The twelve children did an excellent job, perfecting and recording the vocal track in rapid time. As part of the session, Sheree Fitch dropped by to meet the children and read some of her poetry to them. The children had a pizza party afterwards. Craig Cormier, who wrote the music, stated that "there is something quite magical and amazing about hearing twelve voices singing the music that you've written!"

HOT TIPS

Celebrate the Magic of Books and Reading

Do you work in a library or sit on a library board? If you draw, weave, or have some other creative talent, why not put it to use and enter the Canadian Library Association's library note card contest? At the CLA Conference in Edmonton in June 2000, CLA will launch its Library Advocacy Now! note cards, featuring art from the people who work in libraries or sit on library boards. There will be cash prizes for the top three entries and the top ten entries will be published as note cards. The theme of the work must be books and/or reading. The entry deadline is May 1, 1999. For further details, contact Pat Jobb, Associate Director, Edmonton Public Library (403)-496-5522 or pjobb@publib.edmonton.ab.ca.



Canada Book Day

"Give One, Get One, Read Once" is the motto of Canada Book Day. The fourth annual Canada Book Day will take place on Friday April 23 and will be marked by celebrations across the country. On Book Day, people will take part in national and local events in almost every city and town across the country. As part of celebrations going on in Nova Scotia, the finalists are being announced for the 11th Annual Dartmouth Book & Writing Awards. This will take place at the Spelling Bee, held at the Lord Nelson Hotel, April 23rd, 11.00 a.m.- 1.00 p.m. For more information, contact Word on the Street at 902-423-7399.

1999 Atlantic Provinces Library Association (APLA) Conference Information

The 1999 Annual Conference will be held May 27-30, 1999 at the Saint John Trade and Convention Centre, Saint John, N.B. This year's theme is "Shore Leave '99" and features three separate pre-conference sessions on May 27th. Sessions to choose from on Friday 28th include conflict management, career development for the non-librarian, and several sessions in French. Offerings on the 29th include breakfast with Will Manley, who is also a keynote speaker along with radio host and author Bill Richardson. Mr. Manley's books include "For Library Directors Only: Talking about Trustees" and "Snowballs in the Bookdrop: Talking it over with your Library's Community". For more information, visit the website at **http://www.unbsj.ca/library/apla/index.htm**.

"Inviting Leadership: Finding Our Role in Resilient Communities"

This is a reminder about the videoconference on April 8th which is open to anyone interested in resilient communities. This video will examine the particular challenges and opportunities around Year 2000 issues and another video conference on May 27th will look at what communities across the country are doing to promote resilience. This series of Video teleconferences is sponsored by Network for Creative Change, Nova Scotia Provincial Library, Learning Resources and Technology, Department of Education and Culture. The series is open to anyone and will cost $12.50. To attend, contact Debbie Ross at (902) 424-2457 or by email at dross@nshpl.library.ns.ca.

The Value of Public Libraries

A Canadian study, "Dividends: The Value of Public Libraries in Canada", conducted by Jody Warner and Leslie Fitch, was based on a conference "Libraries as Leaders in Community Economic Development" held in Victoria in 1997. A follow-up conference will be held in Toronto, on June 15 and 16, 1999. This would also be a pre-conference session to the 1999 Canadian Library Association conference. The study demonstrates how important libraries are in various spheres: local economy, cultural industry, democracy,

literacy, youth and education, lifelong learning, emerging technologies. Canada appears to be taking major steps in the direction of technology access, through its Community Access Program (CAP), which will link 5,000 small towns in Canada to the Internet, many of them through public libraries. The study is available at **http://www.cla/amlibs.ca/capl/caplcovr.htm**.

LINKed

This month's featured Internet sites have to do with the environment and Earth Day which is on April 22nd. Earth Day is celebrated as the birth of the environmental movement and in Canada, Earth Day has grown into Earth Week which is April 17-25. There is a lot of environmental information on the Internet. Here are just a few of the sites to get you started.

The Earth Day Canada website at **http://www.earthday.ca/** has a listing of Earth Day Events across Canada and environmentally relevant programs, resources and links. The Solutions newsletter can be downloaded from the site. One of the links at this site is to EcoKids Online which is a delightful site for children. There is a tree house which kids can explore with their mouse to find activities and information on topics such as endangered bird species and whales. The site features an interview with Robert Bateman and there is a Learning Guide, Activities and Links for educators on the topic of birds.

The Canadian Nature Federation (CNF) site at **http://www.cnf.ca/** has an Overview of Species at Risk in Canada and a Species at Risk List as well as information on bird conservation. The table of contents for CNF's Nature Canada magazine with the fulltext of some articles is available on the website as well as Nature Alert which is the quarterly newsletter of the Canadian Nature Federation. There are also resources for community education and links to a large number of environmental education sites.

The Green Lane, Environment Canada's bilingual World Wide Web site at **http://www.ec.gc.ca/** has information on its four priorities which are Climate Change, Clean Air, Clean Water and Nature. Some of the highlights in the Nature section are a link to the COSEWIC site (Committee on the Status of Endangered Wildlife in Canada) at **http://www.cosewic.gc.ca/** which has a searchable database of endangered species, the Canadian Wildlife Service Hinterland Who's Who at **http://www.ec.gc.ca/cws-scf/hww-fap/eng_ind.html** where there are profiles of over 80 Canadian animals and related environmental topics and the Kid's Zone at **http://www.ec.gc.ca/cws-scf/kids_e.html** which has three entertaining games for kids of all ages to play. The Climate Change section has many fulltext documents, links to other web sites and the Great Canadian Weather Quiz at **http://www.ec.gc.ca/climate/fun/ecquiz_e.html.** The Clean Air section has a similar structure with a KIDZONE at **http://www.ec.gc.ca/ozone/tockidzn.htm** which has information and quizzes geared to children. The Clean Water section has a frame structure. There is also lots of fulltext information here with links to other sites. The Teacher's Corner has documents which can be downloaded or ordered for free.

The Nova Scotia Department of the Environment site at **http://www.gov.ns.ca/envi/** has information on Pollution Prevention, Solid Waste-Resource Management and information on Nova Scotia Showcase demonstration sites for new environmental technology. Information on Permits, Approvals & Licenses which are issued by the Department of the Environment is available at **http://www.gov.ns.ca/bacs/acns/paal/ndxenv.htm** and there are Environmental Education and Technical Training Fact Sheets at **http://www.gov.ns.ca/envi/dept/ess/ett/factlist.htm**. Links to Internet

Resources are arranged by topic at **http://www.gov.ns.ca/envi/dept/ess/ett/web_res.htm.**

If you have any suggestions about future topics for this column please contact Carol Morris at cmorris@nshpl.library.ns.ca.

REFERENCE ON THE NET

The Nova Scotia Provincial Library found answers to the following questions using Internet resources.

Q. Would like information on the oyster market in the United States for a patron who wants to sell oysters along the Eastern American Seaboard and needs to know if this will be a profitable venture.

A. At Industry Canada's Strategis site **http://strategis.ic.gc.ca/engdoc/main.html**, enter the term "oysters" in the search box and this will bring up a list of documents under different headings. Under the "Trade and Investment" heading, *Trade Data Online* leads to a Canadian Domestic Exports form which can be customized to provide a report of Atlantic Canada Exports of oysters to the Northeast United States. The United States National Marine Fisheries Service (NMFS) or "NOAA Fisheries" site at **http://www.nmfs.gov/** has the *Latest Catch Information* link. When you click here it will take you to the Fisheries Statistics and Economics page at **http://www.st.nmfs.gov/st1/.** A publication titled "FISHERIES OF THE UNITED STATES - 1997" **http://www.st.nmfs.gov/st1/fus/fus97/index.html** is available here with sections under U.S. SUPPLY on *Clams, oysters, scallops* and an "INDEX OF EXVESSEL PRICES" which has prices for oysters for 1991-1997. These can be downloaded using Adobe Acrobat Reader. At the Fisheries Statistics and Economics page there is also a Commercial Fisheries section at **http://www.st.nmfs.gov/st1/commercial/index.html**, which has Monthly Landings and Annual Landings forms which can be customized to provide reports on oyster landings for the U.S. Atlantic Seaboard (although it was not working well when tried recently).

Q. Would like listings of pipe band associations worldwide.

A. At the AltaVista search engine page at **http://www.altavista.com/** enter the keywords "pipe band list". This turns up Montie's List Of Pipe Band Web Pages at **http://www.lava.net/~derby/studentdrummer.html** which has worldwide pipe band associations listed further down the page.

PROFESSIONAL READING

In this month's column are two of the latest library management books added to our monograph collection. Submit interlibrary loan requests to inshpl@nshpl.library.ns.ca if you wish to read any.

Hernon, Peter & Altman, Ellen -**Assessing Service Quality: Satisfying the Expectations of Library Customers**. Chicago: American Library Association, 1998 [Call# Prof 025 .5 Her]

The authors' intention is to present new ways of thinking about, evaluating and improving library service. They identify some touchstones critical to the well-being of libraries, such as customers, satisfaction, loyalty and reputation. The book is comprised of twelve chapters with numerous illustrations in the form

of tables, charts and graphs. It also has a very extensive bibliography for those interested in further reading on this topic.

St. Clair, Guy -**Total Quality Management in Information Services**. London: Bowker-Saur, 1997. [Call# Prof. 025 .52 St.C]

Library and information services management is entering a new age of accountability and the provision of information is no longer accepted by funding authorities as an inherent good. The author states that library and information services professionals must now justify their existence and the basic concepts of quality management can be applied to library and information services units with success. This book is comprised of ten chapters with references at the end of each one.